

# ADMINISTRATION



Philip F. Rooney,  
Director

**T**he director of Administration and staff provide support to all Bureau employees in the areas of human resources/labor relations and training, budget development and financial management, microcomputer systems and support, physical facilities, and various office management activities.

Support services are provided at a minimum cost by consolidating services and reducing duplication. This enables other division managers to utilize their respective resources more effectively to meet program goals and objectives.

## MICROCOMPUTER OPERATIONS

Microcomputer Operations has responsibility for installing and maintaining the Bureau's computer hardware and software, network systems, and for coordinating computer-related training.

### ROLE AND GOALS

Microcomputer Operations was established in 1985 to provide the Financial Institutions Bureau with the support staff and technical assistance required to advance use of microcomputers within the Bureau. Their goals were to:

- Achieve office automation and the automation of administrative tasks through the use of microcomputers and software applications;
- Improve the efficiency and effectiveness of financial institution examinations through the use of microcomputers in the areas of financial modeling and projection, pre-examination analysis, off-site surveillance, and other uses of software applications; and
- Develop and maintain permanent internal data processing support resources.

Microcomputer Operation's objective was to develop and maintain a technology plan for conducting ongoing research, development and deployment of microcomputers to automate the Bureau's activities wherever possible.

- To obtain and maintain sufficient microcomputer equipment and related technological resources to achieve the goals of the program; and
- To conduct ongoing research and development of software internally and through joint efforts with other state and federal regulatory agencies.

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## ACCOMPLISHMENTS

During the past year, activities included completion of a two-year plan to upgrade/replace all Bureau computers and related operating system software in a move to the Windows 95 operating system. The Bureau Intranet, Webster, was greatly expanded and continues to serve as the master source of information for the Bureau. Also completed was the installation and training coordination effort for migration to the MS-Office Professional 97 Suite of application software.

On the hardware side of things, Microcomputer Operations coordinated the purchase and installation of a CD duplication system and companion CD-RW drives for the mastering of CD originals. The system has been used to duplicate the Bureau's Internet and Intranet sites for ease of use by FIB field staff, without the need to dial in to an Internet service or log in to Bureau servers.

New laptop computers were issued to all Bank and Trust Division field staff, making it easier for them to utilize their automated report of examination applications.

### YEAR 2000

Microcomputer Operations plans to test Bureau microcomputers for Year 2000 date-handling ability during the first quarter of 1999. All internally-developed mission-critical software applications will have been remediated by the end of the first quarter of 1999.

## MANAGEMENT SERVICES

Management Services was created in 1997 by consolidating several support services into one organizational unit. Responsibilities include: the human resource management and training program; policy and procedure development and

implementation; administration and oversight of the Performance Planning Review and Development Program (PPRDP); financial management including coordinating development of the Bureau budget; Bureau record retention and disposal schedule; Bureau microfilm operations; and various other special projects and support activities.

## CURRENT ACTIVITIES

Accomplishments and activities in 1998 included: Conducting training sessions focused on current needs for Bureau employees; implementation of the Bureau's PPRDP, a new performance appraisal program; and preparing internal microcomputer systems for Year 2000 compliance.

In addition, Management Services employees led two Bureau task forces:

- A continuing digital imaging group which is researching information management and future record keeping systems, including the integration of digital imaging; and
- A telecommunications group, which is studying and proposing realignment of the Bureau's telecommunications system to better use employee resources.

### YEAR 2000

In anticipation of the Year 2000, Management Services is working to identify and make necessary modifications to the Bureau's security system, revenue system, the personnel payroll system, and the Personnel Profile System so they are all Year 2000 compliant. We expect to complete modifications by March 1999.

## TRAINING

Management Services employees attended a variety of classes and seminars during 1998. A sampling of those sessions is:

- Classes offered by outside vendors such as How to Deliver Exceptional Customer Service, Project Management, Grammar and Usage, How to Become a Great Communicator;
- Clemson University's one-day Conference on Professional Development for Women;
- Michigan Department of Civil Service classes on Professional Telephone Performance and Emergency Techniques; and
- Administrative support and labor and trades employees attended the Bureau's Administrative Support Group Committee's annual seminar on Finding Balance in an Unbalanced World.

## BUREAU REVENUE AND EXPENSES

The Bureau's expenses are funded entirely from restricted revenue. This revenue is generated from fees assessed financial industries regulated by the Bureau for supervision, examinations and investigations, fines, corporate transactions, applications and license renewals. Expenses include employee payroll, travel costs, supplies, communications, rent, computer network and contractual services. The Bureau is also assessed overhead charges for building rent and for services provided to it by the departments of Consumer and Industry Services and Civil Service.

## ADMINISTRATION

Philip F. Rooney,  
Director

Julia A. Kennicott,  
Executive Secretary

## MICROCOMPUTER OPERATIONS

Leigh A. Scherzer,  
Acting Assistant Director

Robert R. Bowes,  
Programming Specialist

Peter D. McFarlane,  
Student Assistant

Daphne C. Raborn,  
Student Assistant

Donald R. Ward,  
Computer Specialist

Paul C. Wei,  
Programming Specialist

## MANAGEMENT SERVICES

Sonya W. Dungey,  
Assistant Director

Danielle R. Powers,  
Human Resource Assistant

Kelly J. Anderson,  
Financial Assistant

Judie C. Bennett,  
Project Coordinator

David P. McCallie,  
Mail Coordinator

Mina M. Malcolm,  
Microfilm Operator

Stanley S. Pollitt,  
Revenue Coordinator

Kathleen A. Simon,  
Financial Specialist

Jennifer A. Taylor,  
Student Assistant

Ricky K. Withers,  
Student Assistant

## REVENUE BY SOURCE

Program	FY98	FY97	FY96
Bank	\$ 6,238,401	\$ 6,336,095	\$ 6,561,420
Credit Union	3,871,524	3,765,005	3,625,644
BIDCO	98,055	46,522	103,988
Credit Card	3,950	1,100	4,325
Sale of Check	15,500	13,600	12,400
First Mortgage	1,245,839	1,049,681	888,265
Motor Vehicle	134,485	140,266	179,640
Omnibus	161,731	291,643	275,501
Secondary Mortgage	186,052	337,025	364,676
Regulatory Loan	32,390	26,150	42,771
Total Restricted Revenue	\$11,987,927	\$12,007,087	\$12,058,630

## EXPENSE BY PROGRAM

Program	FY98	FY97	FY96
Commissioner	\$ 83,404	\$ 100,700	\$ 86,082
Administration	1,156,522	1,229,569	1,184,151
Bank	4,378,728	4,980,898	4,863,972
Credit Union	2,936,714	3,029,397	2,885,285
Corporate Regulatory Services	509,938	644,477	674,132
Consumer Protection	1,536,497	1,496,562	1,252,340
Research and Consumer Services	333,851	323,050	270,668
Total Expense	\$10,935,654	\$11,804,653	\$11,216,630